



## REPORT FOR ACTION

## Toronto Fire Services Response Metrics and Open Data

**Date:** August 17, 2017  
**To:** Community Development and Recreation Committee  
**From:** Fire Chief and General Manager, Fire Services  
**Wards:** All

### SUMMARY

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This report responds to the Community Development and Recreation Committee's request for the Fire Chief and General Manager, Fire Services to provide an update on the Open Data initiative including comprehensive implementation of Open Data usage, response times for all responding vehicles, and the feasibility of identifying all vehicle numbers in Open Data sets.

Toronto Fire Services (TFS) is committed to transparency in data reporting. TFS has adopted the City's Strategic Action #13, Open Government by Design, in the 2015-2019 Master Fire Plan and is in compliance with the City's Open Data Policy.

As of November 2016, all incident response data is available on the [Fire Services Incident Data](#) page on the Open Data portal. Comprehensive annual incident data is provided for 2010 through 2015, which includes incident details, classifications, time-stamps and unit response details. This also includes vehicle numbers and response time data for all responding vehicles. TFS updates the Open Data portal with new data once per year. The 2016 annual data set was released at the end of July 2017.

TFS also publishes live emergency incident information, drawn directly from the TFS Computer Automated Dispatch (CAD) system in five minute intervals. TFS Annual Reports provide comprehensive response time performance data. In 2015, the Annual Report was expanded to include GIS data. For 2016, the Annual Report was further expanded to include comprehensive response time metrics for each ward, with annual data provided from 2013 through 2016 inclusive. Performance metrics are also reported annually in Fire Rescue & Emergency Response Service Levels as part of the annual Operating Budget review.

TFS will continue to explore additional opportunities to increase the release and access of data through the City's Open Data portal, including fire prevention inspection and investigation data.

## RECOMMENDATIONS

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The Fire Chief and General Manager, Toronto Fire Services, recommends that:

1. The Community Development and Recreation Committee receive this report for information.

## FINANCIAL IMPACT

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There is no financial impact associated with this report.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## DECISION HISTORY

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The Community Development and Recreation Committee requested a status update on TFS Open Data usage.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD21.4>

An Administrative Inquiry to City Council requesting a status update on TFS Open Data was referred back to the Community Development and Recreation Committee:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.IA31.2>

The Community Development and Recreation Committee requested the Fire Chief and General Manager, Fire Services to report back to the Committee on response times and metrics data from 2013 onwards for Fire Stations 213 and 215.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD20.7>

## COMMENTS

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TFS is committed to transparency in data reporting. TFS has adopted the City's Strategic Action #13, Open Government by Design, in the 2015-2019 Master Fire Plan and is in compliance with the City's Open Data Policy.

### Completed/Ongoing Release of Data

TFS has been publishing live emergency incident data for over 10 years. The Active Incident webpage, [Toronto Fire/Active Incidents](#), provides high-level emergency incident information, drawn directly from the TFS Computer Automated Dispatch (CAD) system in five minute intervals.

TFS Annual Reports are available on the TFS web page. TFS Annual Reports provide comprehensive response time performance data. In 2015, the Annual Report was expanded to include GIS data. For 2016, the Annual Report was further expanded, and

includes comprehensive response time metrics for each ward, with annual data being provided from 2013 through 2016 inclusive. As well, time performance metrics are reported annually in Fire Rescue & Emergency Response Service Levels as part of the annual Operating Budget review.

Regarding Open Data, the full TFS incident response data set is available on the Open Data - Data Catalogue - Fire Services Incident Data page. TFS released the 2016 annual data set on the Open Data portal at the end of July 2017. Comprehensive annual incident data is now provided for 2011 through 2016, which includes incident details, classifications, time-stamps (dispatch, enroute, arrive and clear) and unit response details. This also includes vehicle numbers as well as response time data for all responding vehicles.

TFS updates the Open Data portal with new response data once per year. Annual incident data is made available once the data has undergone quality assurance through the Office of the Fire Marshal and Emergency Management (OFMEM).

### **Planning for the Future**

TFS is working with the City Clerk's Office to develop a process by which information related to fire prevention inspections and investigations may be made publicly available through the City's Routine Disclosure process. TFS will continue to explore additional opportunities to increase the release and access of data through the City's Open Data portal.

### **CONTACT**

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### **SIGNATURE**

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Toronto Fire Services